Training Booklet

Dunkin Donuts Franchisee

MARCH networks

TRANSFORMING THE WAY YOU VIEW YOUR BUSINESS

© 2010. March Networks Corporation. All rights reserved.
Information in this document is subject to change without notice. MARCH NETWORKS, VideoSphere, Shadow Archive, and the MARCH NETWORKS and VideoSphere logos, are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners.

Trademarks

MARCH NETWORKS, VideoSphere, R5, Spectiva, Linearis, Proxima and the MARCH NETWORKS and VideoSphere logos, are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners.

Notice of Rights

The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. The contents of this manual and accompanying software are protected by copyright. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise without the prior written permission of March Networks Corporation.

Part Number

MN04116-TM
20100901 v-5

What's Included in this Training Booklet?

This booklet was prepared by March Networks to provide a structured approach when a March Networks Certified Solutions Provider (CSP) provides end user training for a Dunkin Franchisee. The training will proceed more effectively if the franchisee has viewed the relevant tutorial(s) available on the Dunkin Franchisee web page (http://www.marchnetworks.com/DunkinBrands/Default.aspx).

The following items have been included in this booklet:

1. A list of training topics your March Networks dealer will be going through during the training session
2. An additional resources page where you may find links to our product manuals, tutorials, and more.
3. An Appendix section where you will find Quick Start Guides for the software clients you use for video searches.

Training Topics to be Covered by your Dealer

Live Monitoring Console (LMC) Software

Prior to this training, the learner should have viewed the online tutorial "Live Monitoring" on the Dunkin Franchisee web site.

1 Start LMC and then login into Enterprise Service Manager (ESM) to be authenticated.
2 Demonstrate how to display/hide the Site Selector panel by clicking the **Sites** button.
3 Setup the Live Monitoring Console environment (such as displaying tool bars).
4 Select various grid layouts.
5 Timeline and its 30-sec. and 5-min. buffers.
6 Use a camera associated with text to demonstrate displaying/hiding text overlay.

Evidence Manager and Investigator Software

Prior to this training, the learner should have viewed the online tutorial "Investigator" on the Dunkin Franchisee web site.

1 Function of each software package.
2 Types of investigations.
3 Launch Evidence Manager.

Investigator Software

1 Start Investigator and then login into Enterprise Service Manager (ESM) to be authenticated.
2 Camera selection.
3 Search by POS Transaction.
4 Save evidence.
5 Managing case notes in Evidence Manager.
6 Burning evidence to CDROM.
7 Using Evidence Reviewer.

Local Control Software (4208LC / 4316LC NVRs)

1. Demonstrate how to login into the Enterprise Service Manager (ESM) to be authenticated.
2. Start with Live Mode and show grids and text.
3. Demonstrate how to switch to Search Mode.

Training Completed by:	**Training Received by:**
_____ Technician Name _____ Dealer Name _____ Date	_____ Employee Name _____ Employee Name _____ Employee Name _____ Employee Name

Additional Resources

Product Video Tutorials can be found on the Dunkin Franchisee webpage:
http://www.marchnetworks.com/DunkinBrands/Default.aspx

The following supplemental publications can be provided to you in electronic format by your dealer:

Evidence Manager and Investigator 5.5.2 User Manual

Live Monitoring Console 5.5.2 Getting Started Guide

Quick Reference - Controls

Viewing Live Video

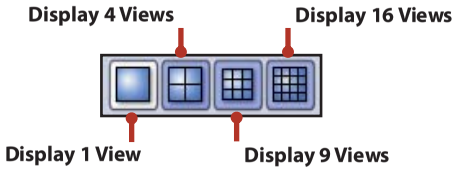
The first time you log on, you go directly to the **Live Mode** display; otherwise, you return to the display mode that was open the last time you logged off.

In **Live Mode**, use the camera selector to change to another camera view. If you have more than one video window open, you must first select the window you want to change.

Note: Only the enabled analog cameras are displayed. If the recorder is connected to an ESM, then only the cameras for which you have access are displayed.

Changing Views

Use the view buttons to choose the number of camera views that appear.



Note: The 4208 LC NVR displays up to 9 views. You only see the 16 view icon display for the 4316 LC NVR, which supports the

Next Steps

After you are done viewing live video, you can:

- Change to **Search Mode** to locate video stored on the recorder's hard drives. For more information, see the other side of this guide.

Change to **Search Mode**

Log On Controls

Enter username, enter password (provided by your system administrator).

Select keyboard language.

Common Controls

Change to **Live Mode**, change to **Search Mode**, log out.

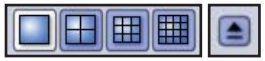
Change to another camera.

Resize video to actual size or fit to window.

Text overlay is disabled. Click to enable text (transaction or receipt data) overlay**.

Text overlay is enabled. Click to disable**, right-click to change text color.

Live Video Controls



Change the camera view layout. Hide the controls*.

Search Controls

Move to start, move to end of video. Move to the current time, minus 30 seconds.

Pause video playback, play video.

Scan video backward and forward (playback X2) in five second jumps.

Scan video backward and forward using a shuttle control.

Set the start or end time to the time and date of the displayed video.

Clear the time selector.

Add the video to the Clip Manager, add the current image (in JPEG format) to the Clip Manager.

Play the video or display the image stored in the Clip Manager.

Copy selected Clip Manager video or image to a memory stick or a CD writer.

Delete memory stick contents before copying, cancel copy.

Include the Evidence Reviewer on the USB memory stick or writable CD***.

* Click anywhere on the display to show the controls.
** The enable/disable captured text button is only available when the selected camera is configured as the primary camera for a text input. For more information, see the *Administrator Console User Manual* or online help.
*** See "Including the Evidence Reviewer with the Copied Video" on the other side of this guide.

VideoSphere

4000 LC Series Quick Start Guide

This Quick Start Guide for the 4000 LC Series NVRs provides the steps you need to view live video, to search for video stored on the recorder's hard drives, and to copy video to a USB memory stick or writable CD.

The graphical user interface provides the following key features/benefits:

- Convenient local logon for live viewing and searching
- Control using USB mouse and VGA display
- Quick copying of evidence to a local USB memory stick or CD writer connected to the recorder's USB port

Note: If you have not yet connected a USB-compliant mouse and a monitor to the recorder, please see the addendum accompanying the unit's installation guide.

MARCH networks

Searching Archived Video

Select a camera using the camera selector.

The time and date of the current playback position are

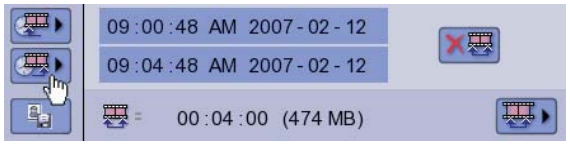
Setting the Start and End Time

Select a segment of time in the top left panel and use the arrows to move the video to a moment of interest.

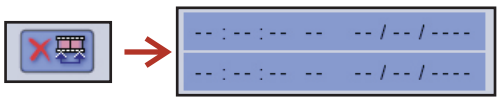
Then, use the playback controls to adjust the position.

Or, use the shuttle control to scan through video at up to 30 times the playback speed.

Use the start/end time buttons to set the time and date of the video that is currently displayed.

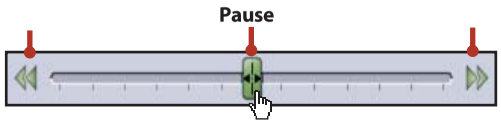


If you want to start a new search, you can clear the start/end times displayed in the time selector panel.



Playing Video

Use the playback or shuttle controls to adjust the play position.



Click and drag the shuttle control knob to the left or the right. The farther from the center, the faster the scan. Letting go

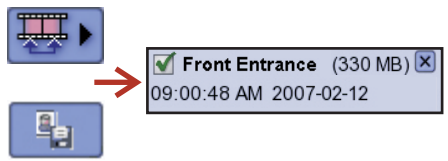
Note: The shuttle control knob returns to center when released if pause is selected on the playback control.

Adding Video or an Image to the Clip Manager

After you have set the video start and end time, click the **Add to Clip Manager** button to add the selected video to the Clip Manager .
To add the current image to the Clip Manager, click the **Save Image** button.

Add to Clip Manager (video)

Save Image (image)



Selected video clips or images in the Clip Manager can be copied directly to a USB memory stick, or a CD writer connected to the recorder's USB port.

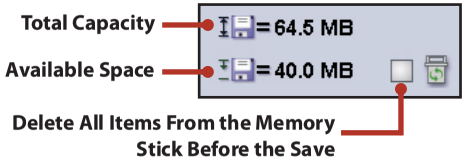
Including the Evidence Reviewer with the Copied Video

You can include the Evidence Reviewer on the USB memory stick or writable CD. The Evidence Reviewer is a playback tool that lets third-party investigators or law enforcement authorities view video clips.

Note: If your administrator has not added the Evidence Reviewer to the recorder, this option is disabled.

Viewing Estimated Storage Capacity and

The available space on the USB memory stick or writable CD updates when you save items from the Clip Manager. For memory sticks, you can delete the current contents before the selected items are copied.



Note: Either a floppy disk or CD icon displays, depending on which type of writable USB device is connected.

Copying Video or Images to a USB Memory Stick or Writable CD

Click the **Copy** button to write the selected items (video or image) to a USB memory stick or writable CD. The **Copy** button icon matches the type of writable USB device connected.

Copy to USB

Copy to Writable CD

The **Copy** button is disabled if there is not enough space for the copy, a CD is inserted that is not blank, or no USB device is connected.

Click to cancel a copy that is in progress.

Important: Wait 45 seconds before removing a USB memory stick that was just connected to the recorder or before re-connecting one that was just removed.

Next Steps

When you are finished searching for video, you can:

- Change to **Live Mode** to view live video from the recorder. For more information, see the other side of this guide.
- Log out of the graphical user interface.

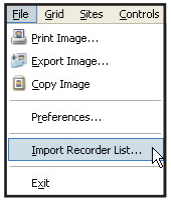
Change to **Live**

Log out

© 2010. A March Networks Company. All rights reserved. 24236 Rev. 1.0. Information in this document is subject to change without notice. MARCH NETWORKS, VideoSphere, Shadow Archive, and the MARCH NETWORKS and VideoSphere logos are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners.

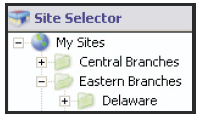
Getting Started

Setting Up the Site Selector



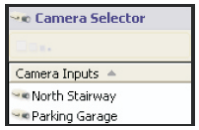
If the **Site Selector** is empty, import a device list (provided by your system administrator) or connect to an ESM using the **Preferences** dialog box.

Building Live Monitoring Camera Views



Choose a site in the **Site Selector**.

In the **Camera Selector**, click and drag cameras into any of the video grid cells located to the right.



Note: You can select cameras from multiple sites.

Setting Up your Display

To view more video cells, you can use the **Float** menu to create a new window for additional video grids, the **Alarm Inbox**, and the **Information Panel**.

To reattach theses windows, click the **Dock** button located in the upper-right corner of the new window.

Grid Controls

You can change the grid format at any time.

On the **Grid** menu, point to **Display**, and click the grid layout you want.

- 1 x 1 Grid
- 2 x 2 Grid
- 3 x 3 Grid
- 4 x 4 Grid
- 6 x 6 Grid
- 1 + 5 Grid
- 1 + 7 Grid
- 1 + 12 Grid

Text Overlay

You can use the text overlay feature to display associated text (if available) in a video display cell. Use the **Preferences** menu to enable the feature for the entire Live Monitoring Console.

To display overlay text in a video display cell, click the video display cell for which you want to display text and from the **Play** menu, select **Display Overlay Text**.

Quick Reference - Controls

Playback Toolbar

- Grid Layout
- Show/Hide Title Bars
- Synchronized Playback
- Previous Frame
- Next Frame
- Back 5 Seconds
- Rewind to Start
- Advance to End
- Play Backward
- Play
- Pause
- (1 x) PLAY SPEED
- Switch Video Mode

Display Toolbar

- Video Picture Controls
- Zoom to 100%
- Fit to Window
- Zoom Mode
- Pan Mode
- Full Screen
- Grid Full Screen
- High Frame Rate Stream
- Low Frame Rate Stream
- Activity Spotlight
- Audio Request
- Audio volume and mute controls

Alarm Response Toolbar - Professional

Reset New Alarm Notifications	Clear alarm notifications
Respond	Handle the alarm
Release	Allow others to handle the alarm
View	See alarm video
Suspend	Put alarm on hold hold
Details...	Open the alarm details form
Finish...	End the alarm handling session

© 2010. A March Networks Company. All rights reserved. 23903 Rev. 1.0. Information in this document is subject to change without notice. MARCH NETWORKS, VideoSphere, Shadow Archive, and the MARCH NETWORKS and VideoSphere logos, are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners.
For technical support and assistance, please call 1-800-472-0116. Or, e-mail techsupport@marchnetworks.com.

VideoSphere

Live Monitoring Console Quick Start Guide

This Quick Start Guide provides the steps you need to monitor cameras and alarms in real time.

The Live Monitoring Console provides the following key features/benefits:

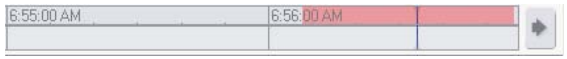
- Live video plus audio streaming from multiple sites for comprehensive monitoring
- Low-bandwidth live video streaming
- Customizable viewing environment allows you to show/hide the tools you need
- Scalable viewing grids, up to 6 x 6 (36) video cells on a single monitor
- Text overlay allows you to view associated text over your video display
- A Float feature to spread additional views across multiple monitors
- Integrated (on-screen) PTZ control for further intelligence gathering
- Alarm Inbox with response management
- Instant, visible alarm notification based on motion, sensors, or analytics
- 2-way intercom communications with sites
- Online Help for ease of use

MARCH networks

Viewing Live and Delayed Video

You can display a timeline across the top of the display area. The timeline is active for the selected video cell.

Click inside the timeline to view the last 30 seconds of activity for live video. When live video is paused, or you are viewing a replay of live video, the timeline expands to the last five minutes.
The timeline automatically updates to show you how many seconds you are behind live video. This does not affect video recording.

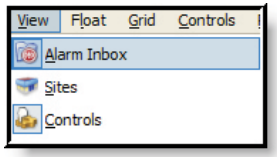


Note: If you experience slower network bandwidth, video could be delayed or you may not see live video.
If there is not enough bandwidth to deliver the video, you can choose to view video at a lower frame rate by clicking the **Low Frame Rate Stream** button.

Viewing the Alarm Inbox

You can view active alarms using the **Alarm Inbox**.

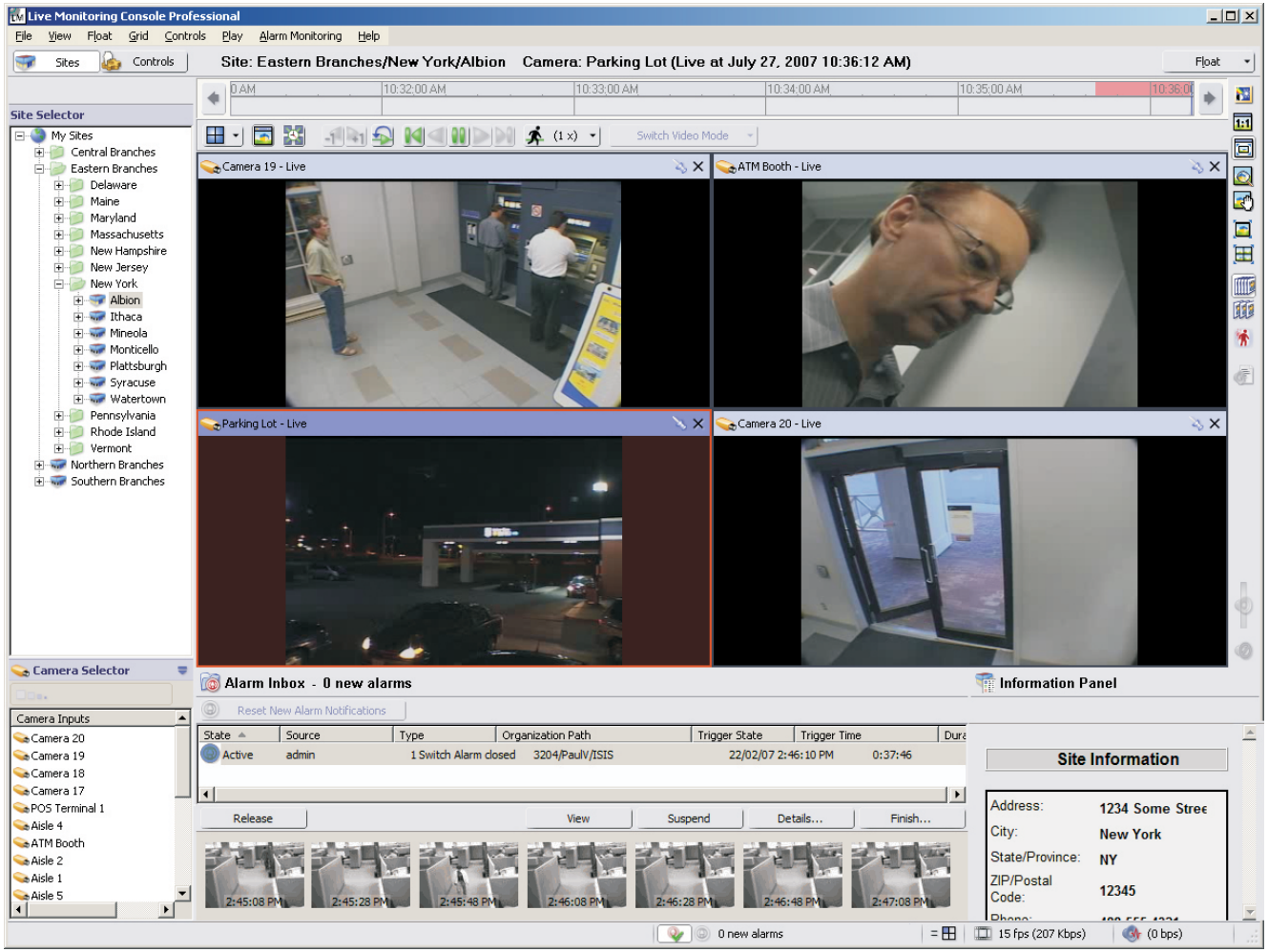
To view the Alarm Inbox, click **Alarm Inbox** on the **View** menu.



Pinning Video Cells

Pinning a video cell prevents new alarm video or new live video from moving into the cell. To pin a cell, click the **Pin Video Display Cell** button.

Note: If an alarm event involving the pinned video cell occurs, the video cell border flashes.



Investigating an Alarm

Use the **Controls** panel to access the peripherals connected to the device.

To access the **Controls** panel, click **Controls**.
The peripherals that are available for the selected grid appear.

Show the current type and status of an alarm.

Turn on a switch, such as a light.

Talk to others using an intercom system.

Move a PTZ camera to get a better view.

View video from another camera at the selected site.

When you have control of a PTZ camera, an arrow appears when you move the mouse over the cell.

Move the camera	Drag in the cell.
Zoom in or out	Rotate the mouse wheel.
Adjust focus	Hold down the CTRL key and rotate your mouse's wheel button.
Adjust the iris	Hold down the ALT key and rotate your mouse's wheel button.

Saving Images as Evidence

You can copy, save, or print a paused video image by right-clicking the image and doing one of the following:

Click the **Copy** button to save a copy of a paused image that is currently displayed in the selected cell.

Click the **Export Image** button to save the paused image to an evidence folder.

Click the **Print** button to print the paused video to a printer connected to your computer.

Synchronizing Alarm Evidence

You can synchronize multiple video and audio sources associated with an alarm event to get a fuller view of the events surrounding the alarm.

Select the alarm video cell, and then click the **Synchronized Playback** button. All associated cells synchronize and a color border is applied to the cells.

*For advanced alarm monitoring and handling, use Live Monitoring Console Professional edition.

Overview

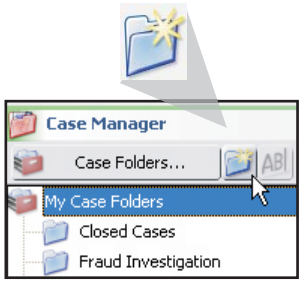
This section shows you how to perform a full investigation to find evidence and build a case. During a full investigation, you:

- Set up a folder to hold your evidence using the **Evidence Manager**.
- Find evidence using the **Investigator.**
- Prepare a case for authorities to review using the **Evidence Manager**.

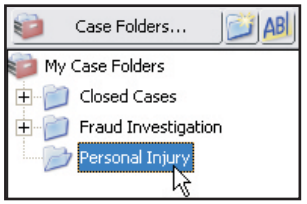
1. Start the Evidence Manager

Double-click the **Evidence Manager** icon on your computer's desktop.

2. Create a folder to store evidence*



Then, click the folder you created.

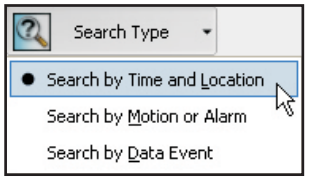


3. Start the Investigator

Click **Investigate**. DO NOT close the Evidence Manager - you will return to this application after you finish finding evidence.

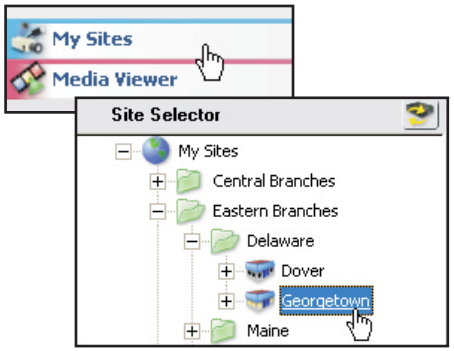
Note: You are locked out of the selected case folder in the Evidence Manager until you close the Investigator.

4. Select the Search Type



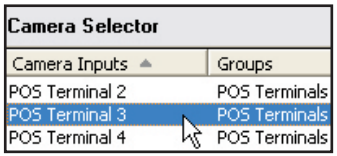
Note: If you choose to search for video containing motion or alarm events, these search parameters must be previously configured by your system administrator, using the Administrator Console. See the *Administrator Console User Manual* for more information about recording motion or alarm events.

5. Select a site

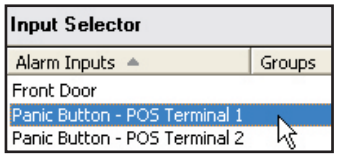


6. Select a camera or input

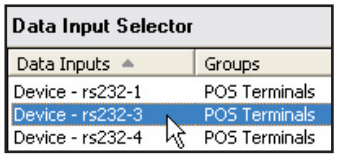
Then, if you are searching by time and location, click a camera.



Or, if you are searching by motion or alarm, click a motion or alarm input.

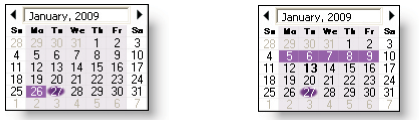


Or, if you are searching by data event, click a data input.

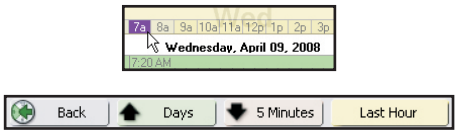


7. Select a time period

Choose the month and then click a day. To search over a wider time period, click and drag to highlight several days in the calendar.



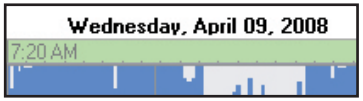
Click an hour in the time ruler. Or, use the refinement options.



You can widen or narrow your search by viewing a series of months, days, hours, minutes, or the last hour in the time ruler.

If you are searching by time and location...

View video activity in the Preview bar.



Green areas show where recorded data exists.

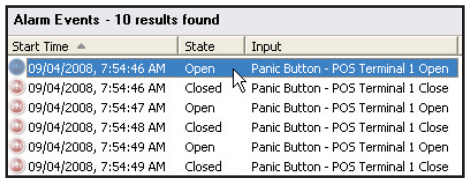
An additional display in the Professional version helps you quickly locate when motion occurred. Blue spikes indicate motion.*

Click once in the green bar to view a single image in the viewing area. You can click the **Play** button to view video from this point forward. However, if you save evidence after clicking once, you are saving a single image.

You can click and drag to highlight and play video for an area of interest. If you save evidence after you highlight an area of interest, you are saving a video clip.

If you are searching by motion or alarm...

Click **Search** and view the search results.


Alarm Events - 10 results found
Start Time
State
Input
09/04/2008, 7:54:46 AM Open Panic Button - POS Terminal 1 Open
09/04/2008, 7:54:46 AM Closed Panic Button - POS Terminal 1 Close
09/04/2008, 7:54:47 AM Open Panic Button - POS Terminal 1 Open
09/04/2008, 7:54:48 AM Closed Panic Button - POS Terminal 1 Close
09/04/2008, 7:54:49 AM Open Panic Button - POS Terminal 1 Open
09/04/2008, 7:54:49 AM Closed Panic Button - POS Terminal 1 Close

Results depend on the type of input selected.
If no results are found, try selecting a different time period for your search.

To search for video captured when motion occurred:

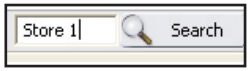
When the **Activity Scan** button *is* pressed in, a general motion search is performed. When the button *is not* pressed in, the search is based on the video motion detection (VMD) settings specified by your administrator using the Administrator Console.

To search for motion in certain areas, click **Options** and select a mask setting. In the Media Viewer, draw boxes around areas you want to search. Red areas are not searched.

To set the motion sensitivity to locate large or small amounts of motion, click **Level** and select a sensitivity setting.

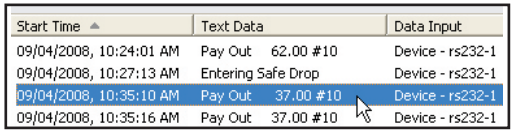
If you are searching by data event...

Enter text and click **Search**.



The type of data you enter in the **Search** box depends on the type of data input you selected. For example, for an ATM input, you might use bank card identification numbers. For a cash register, you might include a store identification number.

Review the search results.

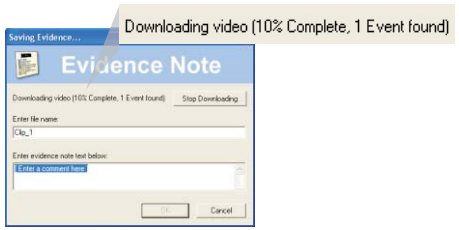

Start Time
Text Data
Data Input
09/04/2008, 10:24:01 AM Pay Out 62.00 #10 Device - rs232-1
09/04/2008, 10:27:13 AM Entering Safe Drop Device - rs232-1
09/04/2008, 10:35:10 AM Pay Out 37.00 #10 Device - rs232-1
09/04/2008, 10:35:16 AM Pay Out 37.00 #10 Device - rs232-1

Results depend on the type of input selected.
If no results are found, try selecting a different time period.

8. Save video evidence

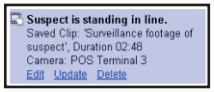
When you have located the evidence, use the **Evidence** buttons to save. Use the **Save** button to save a single image or a video clip to your Evidence Manager case folder.

9. Enter a file name and comments*



When you save evidence, an evidence note is created. If alarm events exist in a video clip, the number of events is indicated.

10. Click notes to view evidence


Suspect is standing in line.
Saved Clip: 'Surveillance footage of suspect', Duration 02:48
Camera: POS Terminal 3
Edit Update Delete

- Video clip
- Single image
- Text note
- Alarm or motion notes and events were automatically recorded
- Automatic motion detection event
- Automatic physical alarm event

11. Close the Investigator and view evidence in the Evidence Manager

Note: When you close the Investigator, you are no longer locked out of the selected case folder in the Evidence Manager.

Double-click evidence thumbnails to open them in the Media Viewer.

12. Organize evidence*

Move evidence so it appears in the order you want it viewed. Add text notes to evidence.

- Move up
- Add a text note
- Move down

13. Copy case to a CD

You can copy the evidence and notes associated with a case directly to a CD.

Note: To create a CD, your computer must have a CD burner. It should also have Windows® XP, which has CD burning ability, or standalone CD burning software installed.

Performing additional tasks

You can perform additional tasks in the Evidence Manager or Investigator, including:

- Adjusting video display and playback settings.
- Further managing evidence, for example, printing or exporting clips or images.
- Copying evidence to external media.

For details, see the *Evidence Manager and Investigator User Manual* or online help.

Note: This document shows the features and functionality available in the Professional versions of the Evidence Manager and Investigator. If you do not have the Professional versions, the features and functionality marked with an asterisk (*) will not be available to you. However, this guide will still assist you with your version of the Evidence Manager and Investigator.

If you would like to inquire about purchasing Professional versions of the Evidence Manager and Investigator, please contact March Networks at 1-800-563-5564, or e-mail at salessupport@marchnetworks.com.

© 2010. A March Networks Company. All rights reserved. CD-23529 Rev. 1.0. Information in this document is subject to change without notice.
MARCH NETWORKS, VideoSphere, Shadow Archive, and the MARCH NETWORKS and VideoSphere logos, are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners. Printed in Canada.

Chapter 6

Reference: Performing a ....Quick Investigation

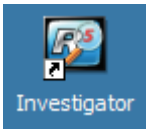
This chapter provides you with optional steps to perform a quick investigation using only the Investigator.

Performing a Quick Investigation

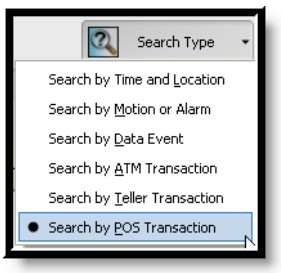
You can optionally perform a quick investigation using only the Investigator. You can then copy the evidence you gather to a CD or a USB flash disk attached to the device's USB port. Evidence you save can later be found in the Evidence Manager's Quick Saves folder.

Step 1 - Start the Investigator

Double-click the **Investigator** icon on your desktop.

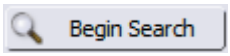


Step 2 - Select the Search Type


Search Type
Search by Time and Location
Search by Motion or Alarm
Search by Data Event
Search by ATM Transaction
Search by Teller Transaction
Search by POS Transaction

Step 3 - Open the Search Dialog Box

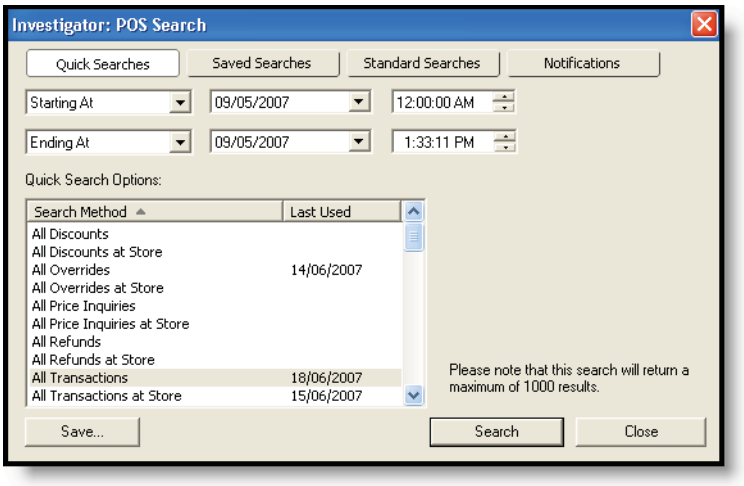
Click **Begin Search**.



Step 4 - Specify the Search Criteria

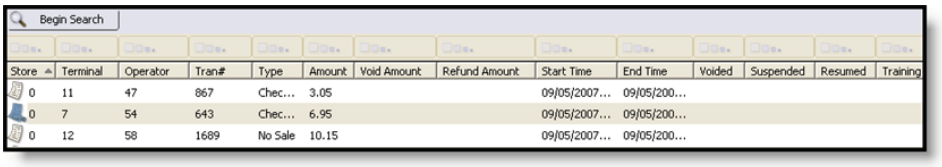
If you are searching by POS transaction, click one of the following search options:

- **Quick Searches** — Let you perform a search using one of the pre-defined search methods and specify custom search criteria. For example, you can search for all discounts or overrides within the time period you specify.
- **Saved Searches** — Let you perform a search using a set of saved search criteria stored on your computer. If you have not saved any searches, the list of available searches is empty.
- **Standard Searches** — Let you perform a search using a set of saved search criteria stored centrally on the ESM. The ESM is the application that centrally monitors your devices and provides access to transactions. If your ESM administrator has not placed any searches on the ESM, the list of available searches is empty.



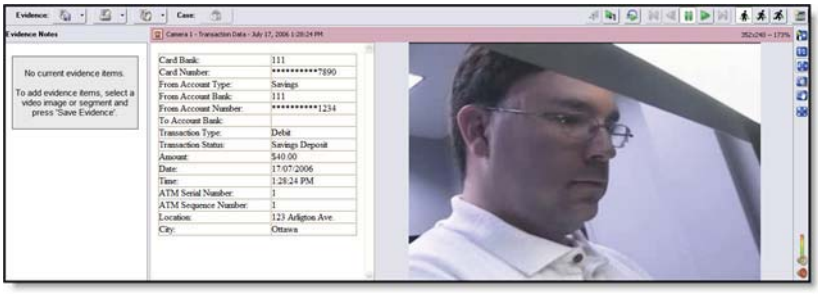
Step 5 - Select a Search Result

Click a result to view the transaction and associated evidence in the Media Viewer.



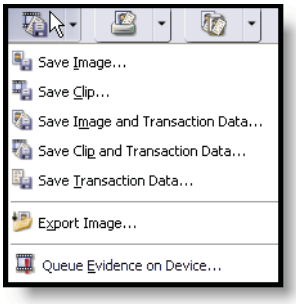
Step 6 - View Associated Evidence

Use the Media Viewer controls to navigate through the video.



Step 7- Save Evidence

Click the **Save Evidence** button , and then click an option.

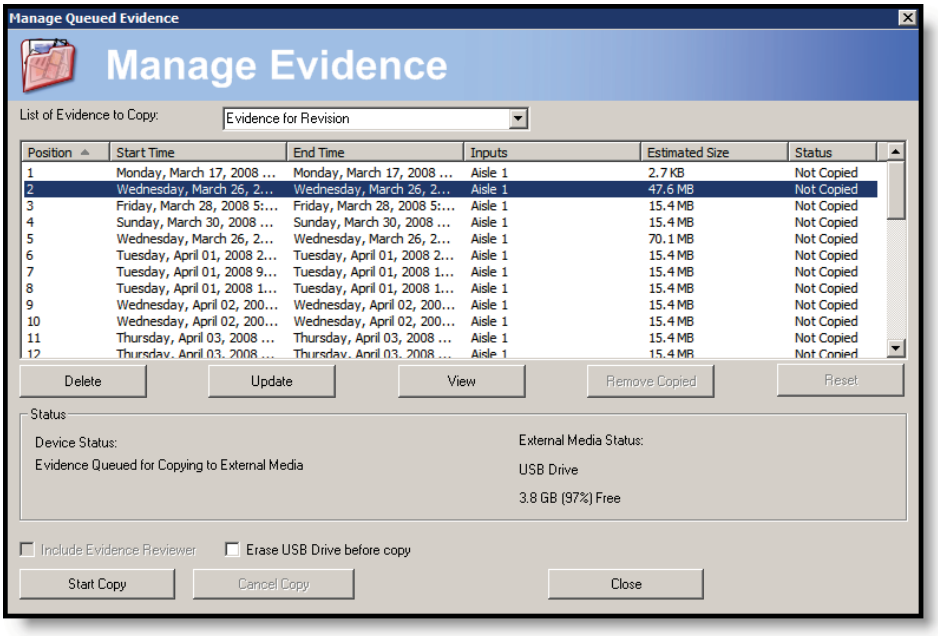


The evidence you save is stored in the Evidence Manager's **Quick Saves** folder.

Step 8 - Share Evidence with Others

You can burn evidence to a CD.

Or, you can copy queued evidence to external media.


Manage Queued Evidence
Manage Evidence
List of Evidence to Copy:
Evidence for Revision
Position
Start Time
End Time
Inputs
Estimated Size
Status
1 Monday, March 17, 2008 ... Monday, March 17, 2008 ... Aisle 1 2.7 KB Not Copied
2 Wednesday, March 26, 2... Wednesday, March 26, 2... Aisle 1 47.6 MB Not Copied
3 Friday, March 28, 2008 5:... Friday, March 28, 2008 5:... Aisle 1 15.4 MB Not Copied
4 Sunday, March 30, 2008 ... Sunday, March 30, 2008 ... Aisle 1 15.4 MB Not Copied
5 Wednesday, March 26, 2... Wednesday, March 26, 2... Aisle 1 70.1 MB Not Copied
6 Tuesday, April 01, 2008 2... Tuesday, April 01, 2008 2... Aisle 1 15.4 MB Not Copied
7 Tuesday, April 01, 2008 9... Tuesday, April 01, 2008 1... Aisle 1 15.4 MB Not Copied
8 Tuesday, April 01, 2008 1... Tuesday, April 01, 2008 1... Aisle 1 15.4 MB Not Copied
9 Wednesday, April 02, 200... Wednesday, April 02, 200... Aisle 1 15.4 MB Not Copied
10 Wednesday, April 02, 200... Wednesday, April 02, 200... Aisle 1 15.4 MB Not Copied
11 Thursday, April 03, 2008 ... Thursday, April 03, 2008 ... Aisle 1 15.4 MB Not Copied
Delete
Update
View
Remove Copied
Reset
Status
Device Status:
Evidence Queued for Copying to External Media
External Media Status:
USB Drive
3.8 GB (97%) Free
Include Evidence Reviewer
Erase USB Drive before copy
Start Copy
Cancel Copy
Close